GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA

UNSTARRED QUESTION NO:2280
ANSWERED ON:06.08.2001
HUGHES TELECOM
DR. KIRIT SOMAIYA

Will the Minister of COMMUNICATIONS be pleased to state:

(a) the number of telephone subscribers in Hughes Telecom at present;

(b) whether the Department of Telecommunications has received any complaint / representation from public representatives against Hughes Telecom operation in Mumbai;

(c) if so, the details thereof;

(d) whether the Government have conducted any investigation into the matter;

(e) if so, the outcome thereof; and

(f) the action taken/being taken by the Government thereon?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI TAPAN SIKDAR)

(a) M/s Hughes Tele.com India Ltd has reported their subscriber base as 77896 on 30.6.2001.

(b) to (f) Yes, Sir. It was reported that the said company was neither giving any publicity to public at large nor was registering demand from the small / resident customers. The company was reportedly concentrating on lucrative customers/ major business clients, to whom also it was asking to use its phones for outgoing calls only and MTNL`s phones for incoming calls.Keeping in view the conditions stipulated in the Licence Agreement of the company, Telecom Regulatory Authority of India (TRAI) was requested to take appropriate action as required under the provisions of TRAI Act for resolving these issues.TRAI issued a directive on 8th January 2001 relating to `transparency in registration process`. Subsequent enquiries made by TRAI in this connection revealed that the company has established consumer service centers for registration in Navi Mumbai, Pune and Panaji.Further the customer service Centre at Navi Mumbai was inspected by TRAI team on 31st May, 2001.